



## Care Solutions, Inc. Company Background & Experience

**Care Solutions, Inc.** is a management consulting firm that helps organizations maximize the use of information and technology in the development, management and evaluation of programs and projects. Since 1990, Care Solutions has been a leader in helping government agencies, human services organizations and corporate entities provide solutions on behalf of the people they serve.

Over the past several years, Care Solutions has helped its clients realize the benefits of web-based applications and secure online databases that have dramatically improved clients' ability to provide outcome reporting and results-based budgeting. With a team that is fully committed to customer service, Care Solutions (CSI) delivers outstanding program management services for its clients. The company also develops specialized curriculum and custom training programs for clients through its successful professional development division, ProSolutions Training. ProSolutions Training also offers more than 100 online courses to early childhood and social services professionals on [www.prosolutionstraining.com](http://www.prosolutionstraining.com).

The firm is relentlessly focused on helping clients achieve desired results, and its experienced team has a strong and diverse skill set. CSI services include:

- Comprehensive Research and Evaluation
- Database and Technical Management Services
- Custom Web-based Applications
- Professional Development and Training Programs
- Exceptional Project Management

Effective use of web-based applications is increasingly essential because it is cost-effective, flexible, robust and accessible. Care Solutions is a leader in developing web-based applications and databases to support service delivery, program administration and outcome measurements. From initial database development through data analysis, mapping and reporting, CSI has extensive technical expertise and experience in the development and management of both large- and small-scale databases, including secure, interactive, and reliable online data applications.

Care Solutions recognizes that accountability is critical for today's public sector agencies. The firm is uniquely positioned to help organizations create greater efficiencies in the area of data collection and utilization, with special demonstrated capabilities in evaluation, as well as measuring and reporting outcomes. The company also has extensive experience in government and related services, having worked with public sector agencies for more than 20 years. Unlike similar consulting firms, CSI has a significant depth of experience on the technical side of human services, while maintaining its focus on the care provided by client agencies.

The firm's team approach, attention to detail, and focus on quality provide the kind of support few public sector organizations can assemble for project development. At the same time, CSI's flexibility and responsiveness are unique to its size, which guarantees more dynamic service than is possible from a massive consulting organizational organizations.

### ***Extensive Database and Technical Management Services***

CSI works closely with clients to understand their business and systems needs, requirements and desired outcomes and then develops applications and databases that meet clients' specific parameters. The firm has created and managed databases for professional development, public health, mental health, foster care, child care, special needs, client eligibility and payment distribution, survey research and a host of other specialized applications. CSI frequently manages database systems for clients on an ongoing basis once design and development are complete.

CSI's technical services include:

- Business and system analysis and design
- Applications management and technical support
- Web-based database applications development
- Data collection, verification and warehousing
- Survey research, including design, implementation, analysis and reporting
- Print and online reports
- Tracking systems for users, clients or customers
- Client eligibility determination and payment distribution

With enhanced customized databases and reporting capabilities that are tailored to program deliverables, clients are able to focus more clearly on goals and outcomes rather than on the mechanics of data collection and management.

### ***Custom Web-based Applications***

CSI provides the experienced staff, resources and specialized skill sets necessary for initial web application development as well as ongoing management. CSI has demonstrated capabilities in managing online databases in compliance with strict confidentiality requirements, including telephone and on-site technical assistance and the processing of data for reporting on services, clients, expenditures and outcomes.

Online capabilities include:

- Website development and content management
- Database applications development
- Online survey development and management
- Online registration and management
- Online training course development

Effective ongoing database management is often the difference between program success and failure. To aid clients in sustaining the benefits of web-based applications, CSI provides the experienced staff, resources and specialized skill sets necessary for continuing project management after the initial development phase is complete.

### ***Comprehensive Research and Evaluation***

Accountability for outcomes is a critical business component that relies on research and evaluation. CSI offers a full range of primary and secondary research and evaluation services, from small-scale qualitative studies to large-scale quantitative surveys. Data collection methods include telephone, mail, on site and online surveys, as well as content analysis, focus groups, site visits and in-depth interviewing.

CSI's research and evaluation services include:

- Study objectives and design
- Questionnaire/discussion guide development
- Database development, support and management

- Complete survey logistics, including list development, sampling, fielding, response tracking and follow-up to ensure response rates
- Data entry, verification and cleansing
- Data analysis
- Comprehensive reports and presentations, including writing, editing, tables, charts, graphs and mapping as well as printing, binding, distribution and online posting

### ***Professional Development and Training through ProSolutions Training***

Care Solutions formed its training division in 1993, when it received a contract from a large human services agency to support at-risk youth and individuals who provide state-subsidized childcare. Since then, the company has become well known in Georgia for developing and presenting numerous curricula and learning events relating to social services, child and family development and child care. Recently, the professional development division, now known as **ProSolutions Training**, began offering its state-approved curricula online to customers nationwide allowing child care and other human service professionals to obtain required trainings with much greater convenience and flexibility. The firm has also developed a 120-hour course to meet the educational requirements for a national credential program for child care providers.

In 2009, Care Solutions/ProSolutions Training successfully renewed its authorization to provide CEUs through IACET, the International Association for Continuing Education and Training. The authorization process requires the company to demonstrate the highest quality in its trainings, management, and record-keeping and to pass a stringent audit. The IACET Authorized Provider status ensures each client top-quality curriculum and universally-recognized credits for completion. This coveted designation will remain current until the next renewal in 2014.

ProSolutions Training includes staff with extensive experience in curriculum development, as well as technical assistance, evaluation and reporting, and outcome measurement. Their work is supported by the firm's database management capabilities and its proprietary web-based learning management system that provides an archive of courses and participants and is designed to interface with other data systems as necessary.

### ***Exceptional Program Management and Customer Support***

Exceptional customer support is one of the most distinguishing features of Care Solutions. Client managers and system users invariably describe the CSI team as fully committed to customer service.

As a long-term partner with several large clients, CSI is known for delivering value, producing deliverables on time, and insisting on only the highest quality work. Care Solutions is primarily focused on discovering and meeting customer needs – rather than applying a pre-packaged solution to a client's unique set of issues. Examples of projects that Care Solutions has directed in the human services arena over the past several years:

#### ***Research and Evaluation Project Management***

- State of Louisiana Child Care Market Rate Studies (2005, 2007, 2009, 2010)
- Casey Family Programs, Georgia Permanency Roundtable, Process and Outcome Evaluation project with the Georgia Department of Human Services/Division of Family and Children Services (2008-2010)
- Georgia Department of Family and Children Services (DFCS) Out of Home Care Provider Surveys (2011)
- Smart Start Georgia, the Early Learning Division of the United Way of Metropolitan Atlanta – Early Education Commission (2008-2010)
- Georgia Division of Family and Children Services Stakeholder, Parent, and Caregiver Surveys (2007)
- Georgia Division of Public Health Babies Can't Wait Stakeholder Survey and Public Hearings (2007)
- Georgia Out-of-Home Care Program Report (2007)

- United Way of Metropolitan Atlanta Early Learning Commission Data Snapshots (2006, 2008)
- Georgia SCHOLARSHIPS and INCENTIVES Program Reports (2005 to present)
- DMHDDAD Georgia Child and Adolescent State Infrastructure Project Evaluation (2005)
- Georgia Childcare Market Rate Study (2003)
- Georgia Early Childhood Care and Education Databook (2003)
- Professional Development for Early Care and Education Providers in Georgia (2003)
- Georgia Survey of Childcare/Early Childhood Development Trainers (2002)
- Georgia Childcare Center Assessment Survey (2002)

***Mapping Projects***

- Regional Profiles for Promoting Safe and Stable Families (2008-2011)
- Louisiana Child Care Providers and Capacities by Parish (2007, 2009, 2010)
- Metro and County Profiles for Smart Start/United Way of Metropolitan Atlanta (2007)
- Georgia Child Care Providers and Capacities by County (2009)
- Georgia SCHOLARSHIPS and INCENTIVES Recipients and Disbursements by County (annually since 2007)
- Georgia Academically Low-Performing Communities by Zip Code Area (2003)

***Database Systems Design, Web-based Applications & Management Projects***

- Bright from the Start, Georgia Department of Early Care and Learning, SCHOLARSHIPS & INCENTIVES and FIRST programs (2002-2011)
- Georgia, Department of Human Services(DHS), Promoting Safe and Stable Families Program (1995-2011)
- Office of Provider Management, Georgia, Department of Human Services, Division of Family and Children Services, (DHS/DFCS) Results Based Outcomes (1996 – 2011)
- Georgia’s CAPTA Citizen Review Panel Program (2006-2011)
- Georgia’s Program Improvement Plan (PIP) Development, Coordination and Monitoring (2008-2011)
- Georgia Professional Development Registry (2001-2004)
- Georgia Training Approval Registry (2001-2004)
- Smart Start Georgia, The Early Learning Division of the United Way of Metropolitan Atlanta - Technical Assistance Tracking System (2003-2006)

***Training and Professional Development Contracts***

- DHR, DFCS, Childcare and Parent Services, Informal Child Care Provider Training
- Georgia Child Care Council, Better Brains for Babies...Supporting Brain Development in Infants and Toddlers
- Bright from the Start, Georgia Department of Early Care and Learning, School-Age Child Care Provider Training
- DHR, DFCS, Promoting Safe and Stable Families Symposium
- DHR, DFCS, Foster and Adoptive Care Institutes
- DHR Family Child Care Conference



***With a company culture based on a commitment to serve,  
Care Solutions delivers  
the full attention of management,  
a team that routinely exceeds expectations,  
and a focus on customized solutions for each client.***